



# Waste Management New Hampshire / Maine Municipal Services

## Introduction

Relationships that work: A standard we believe in. Through the years, Waste Management has maintained the fundamental values of dedication, integrity and pride that have guided our growth to make us the world leader in solid waste management. We establish ourselves by not only what we do but also how we do it. We focus on creating personal one-to-one services that have forged relationships that last. This is backed by our commitment to excellence through the people and communities we serve. These are valued links, a standard we believe in. They are relationships at work, and relationships that work. These relationships lead to solutions that help our customers.

Waste Management is the largest provider of recycling services in North America. With Waste Management's system, including municipal curbside or transfer station collections (loose or baled recyclables), we are able to secure long term relationships of the largest network of marketing post consumer materials throughout the United States and beyond. Waste Management seeks to develop recycling programs that complement a responsible, comprehensive and cost effective plan to manage the entire waste stream.

## Community Service

At times Waste Management is asked to look beyond the language of the contract. Many times, upon request, we are asked to provide services for special events and programs. Through our municipal relationships we are proud to assist and provide convenient, clean solid waste disposal services

## Education

As Waste Management's ongoing commitment to provide comprehensive services to our customers we are introducing a community outreach program that allows educational material for each and every resident we serve. Here are several layers of the educational program, which include:

- A newsletter that is designed as an informational tool for the residents of communities we serve that describes what Waste Management provides the community. As Municipalities continue to develop a solid waste management plan, this newsletter will help inform residents of the changes to the solid waste collection services.
- Classroom education consisting of: first, a partnership with Trashcan Lid Productions (TLP) of Portsmouth, a group of musicians whose mission is to educate the community about the importance of conservation while demonstrating how discarded materials can be transformed into art and music. Second, upon request, allowing classroom discussions about the importance of reducing, reusing and recycling. Waste Management has also designed a coloring and activity book to assist in educating younger children the importance of recycling.



## Customer Service

The foundation of Waste Management's business is customer service. We are committed to provide many levels of Customer Service. These commitments are present at every aspect of our operations, from the C.E.O. down through the residential collection operator. We have a dedicated, well-trained staff to provide communities information on many different aspects of solid waste management. We have been able to grow a large network of collection operators who are trained to work in many different communities. In that way collection routes are not compromised if the regular collection operator is not available on any given day. We have a complete communication network in place to provide excellent collection services. As any imaginable situation can arise we have the network in place to respond, educate and communicate. Waste Management is committed to present a safe, clean, working environment for the employees that work for us. As a result we have dedicated employees that convey a strong presence and pride within the communities we serve.

## Growth Opportunity

Waste Management will continue to meet the challenges in the future to find identify and market recyclable commodities. As a result we are introducing a new item to our recycling specifications, Glass. We are looking beyond the typical beverage glass container and adding; stemware, mugs, plates, cups, ceramics, PYREX, glasses, and vases. This program will allow municipalities to capture a higher amount of recyclable material and provide municipal recycling programs additional opportunities to reduce a portion of the waste stream that typically ends up in the landfill as regular solid waste. Waste Management of New Hampshire, Inc. -Rochester installed a high volume glass crusher at the Materials Recovery Facility that crushes the glass and uses the recycled material as a high performance substitute for sand and stone aggregates. Many State and Federal studies have proven PGA has preferable qualities in many applications of road construction.

## Transfer Stations

Waste Management has extensive knowledge with all aspects of transfer station design and operations. We are ready to assist any community in planning and implementing a municipal, solid waste management plan. We may also assist with waste audits, identifying and marketing recyclable materials that are generated in the community. Waste Management may also assist a community with their Solid Waste Facility Operations Plan.

## Reasons to Choose Waste Management

- Demonstrated successful curbside and drop-off recycling programs.
- Proven commitment to solid waste and recycling services in New Hampshire for over twenty years.
- Vertically integrated recycling services: From the Curb or Recycling Facility to the end Market.
- One-stop collection services: Collection truck to the processing facility.
- Actively supports community events.
- Effective partner in cost reduction opportunities and strategies.
- The leader in educational recycling programs.

## Affiliate Associations and Memberships:

- NRRA - Northeast Resource Recovery Association
- SWANA - Solid Waste Association of North America
- NHMTA - New Hampshire Motor Transport Association
- BIA - Business Industry Association
- Chamber's of Commerce
- Governors Solid Waste Task Force